

## MEMORANDUM

TO: Chairman Pat Miller  
Director Debi Tate  
Director Sara Kyle  
Director Ron Jones

FROM: Eddie Roberson, Jr.  
Chief, Consumer Services Division

DATE: April 19, 2005

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-MARCH<sup>1</sup>

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|   |                   |
|---|-------------------|
| Regulated utility complaints received and investigated in March       | 161               |
| Non-regulated complaints received and investigated in March:          | 2                 |
| Number of follow-up investigations made in March:                     | 293               |
| Year-to-date regulated utility complaint total:                       | 464               |
| Number of Telemarketing complaints investigated in March:             | 34                |
| Year-to-date Telemarketing complaints                                 | 109               |
| Year-to-date total of Tennesseans signed up for Do Not Call Register: | 1,980,426         |
| Number of active telemarketing solicitors:                            | 596               |
| Number of Do Not Fax complaints investigated in March:                | 77                |
| Year-to-date total of Do Not Fax complaints                           | 232               |
| Year-to-date total TDAP devices ordered:                              | 445               |
| Number of calls to MCI Relay Center Intrastate: 40,248                | Interstate: 7,174 |
|   | 47,422            |

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<sup>1</sup> Data in this report March change as information is updated.

**Regulated Table**

(Number of Regulated complaints received in March 2005)

**Telephone Company's**

|                  |    |
|------------------|----|
| 1. BellSouth     | 58 |
| 2. CenturyTel    | 1  |
| 3. Millington    | 1  |
| 4. Sprint United | 10 |
| 5. United        | 1  |

**CLECS**

|                      |   |
|----------------------|---|
| 1. AT&T Business     | 1 |
| 2. Birch             | 2 |
| 3. IDS               | 1 |
| 4. MCI               | 4 |
| 5. Momentum          | 1 |
| 6. Navigator Telecom | 1 |
| 7. Network Telephone | 1 |
| 8. XO                | 1 |
| 9. Xspedius          | 1 |

**Long Distance Companies**

|                         |    |
|-------------------------|----|
| 1. AT&T Residential     | 13 |
| 2. AT&T Slam            | 4  |
| 3. MCI                  | 7  |
| 4. Sprint Long Distance | 3  |

**Non Regulated Complaints**

|                      |   |
|----------------------|---|
| 1. Cingular Wireless | 1 |
| 2. MCI               | 1 |
| 3. National          | 1 |

**Water & Electric**

|                             |   |
|-----------------------------|---|
| 1. AEP                      | 1 |
| 2. Atlanta Gas              | 3 |
| 3. Atmos Energy             | 6 |
| 4. NGC                      | 1 |
| 5. Tennessee American Water | 1 |

**Resellers**

|                                 |   |
|---------------------------------|---|
| 1. Access One Communications    | 1 |
| 2. ACN                          | 1 |
| 3. Angles                       | 1 |
| 4. Business Options             | 1 |
| 5. Cinergy                      | 2 |
| 6. Clear Choice                 | 1 |
| 7. ECG                          | 1 |
| 8. Evercom                      | 1 |
| 9. Global Connections           | 1 |
| 10. Nationwide Connections      | 1 |
| 11. North Central Long Distance | 1 |
| 12. Qwest                       | 1 |
| 13. Ring Again                  | 1 |
| 14. SBC                         | 1 |
| 15. Telecom USA                 | 1 |
| 16. Telliss                     | 2 |
| 17. Vartec                      | 1 |
| 18. ZPDI                        | 2 |
| 19. Z-Tel                       | 1 |

**Regulated Complaints for NR Companies**

|                            |   |
|----------------------------|---|
| 1. Local Area Yellow Pages | 1 |
| 2. MSM.B2B                 | 1 |
| 3. Sprint PCS              | 1 |
| 4. USA Voicemail           | 1 |

**Billing Agents**

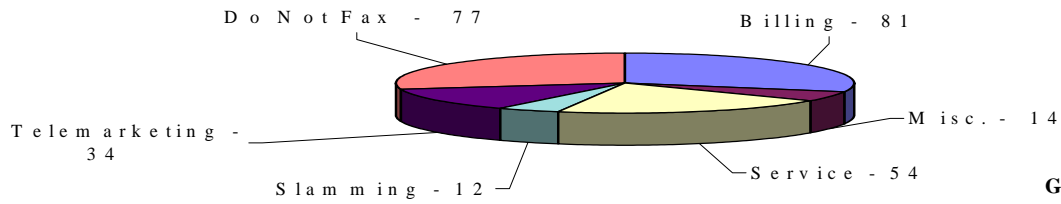
|                              |   |
|------------------------------|---|
| 1. Enhanced Services Billing | 2 |
| 2. ILD Telecommunications    | 1 |
| 3. USBI                      | 1 |

**Relay**

|        |   |
|--------|---|
| 1. MCI | 1 |
|--------|---|

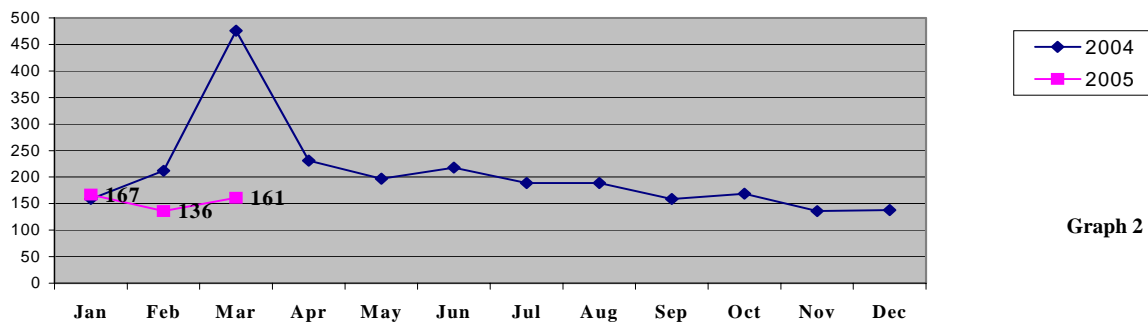
**Gas,**

### Regulated Complaint Totals for March:



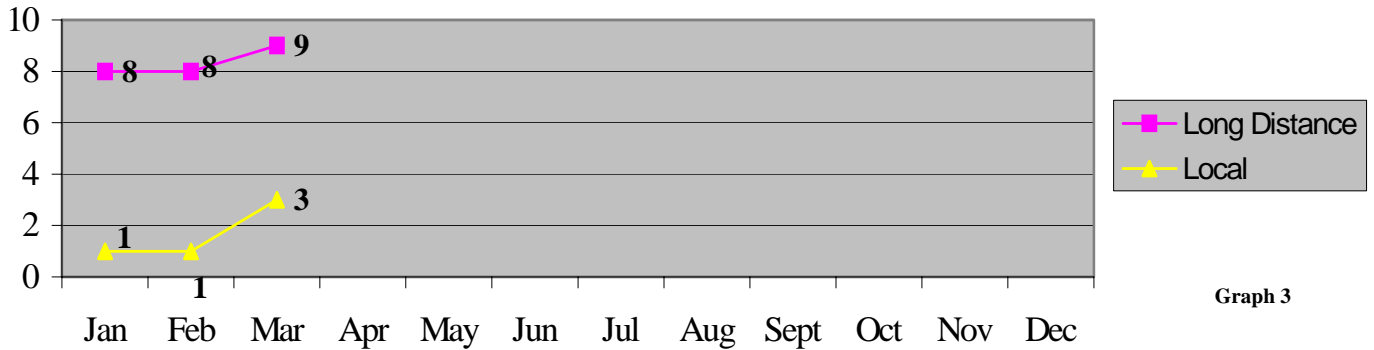
Graph 1

### Regulated Utility Complaints from 2004 -2005:



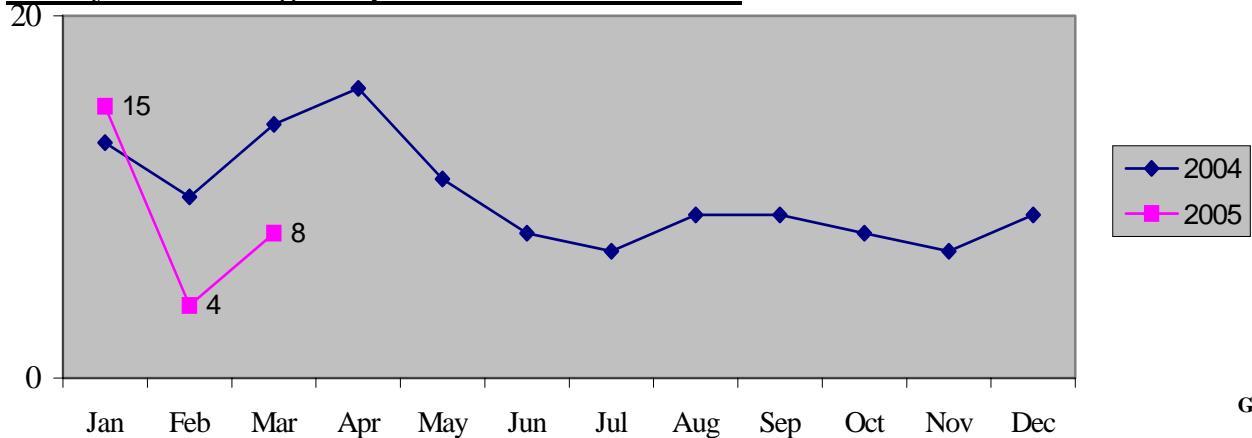
Graph 2

### Slamming Totals: (Highest Number of Slamming Complaints for the Month of March: AT&T: 4)



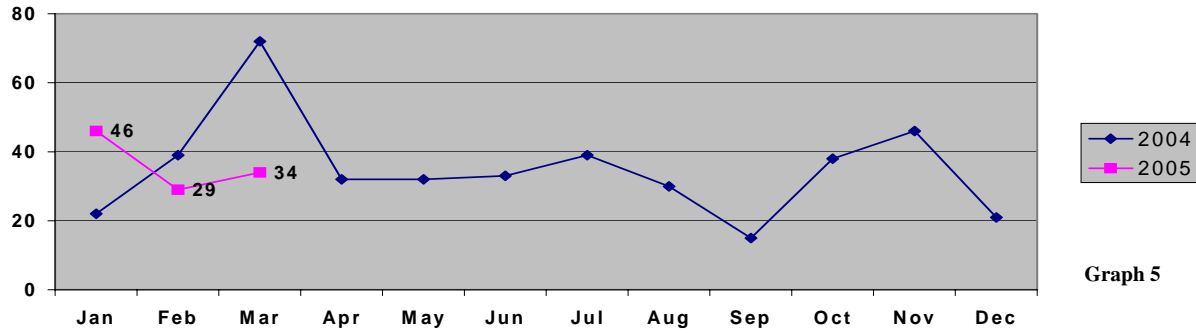
Graph 3

### County Wide Calling Complaints from 2004 and 2005



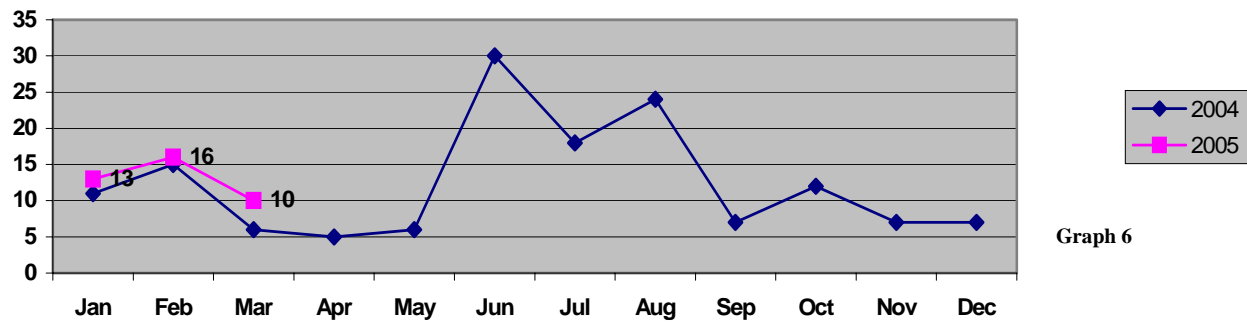
Graph 4

**Telemarketing Complaints: (Dura Shield: 3 & Vacation Depot: 3)**



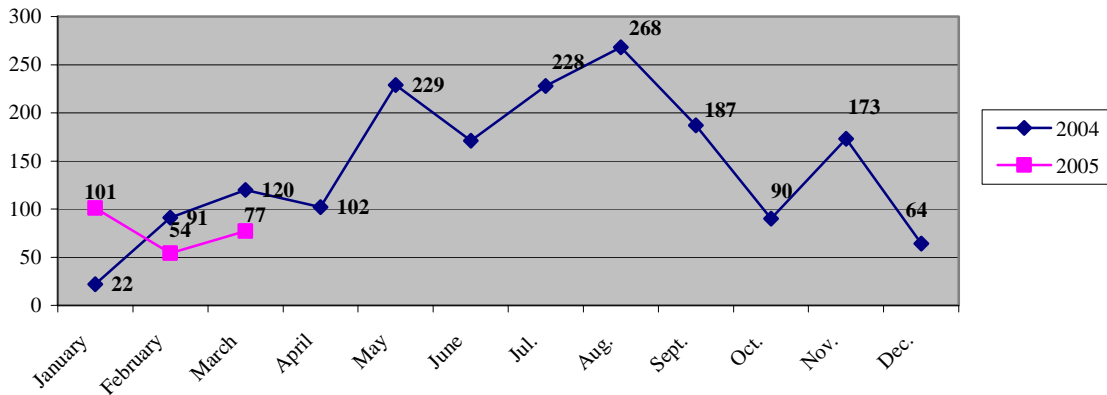
Graph 5

**Telemarketing Solicitor Applications Approved:**



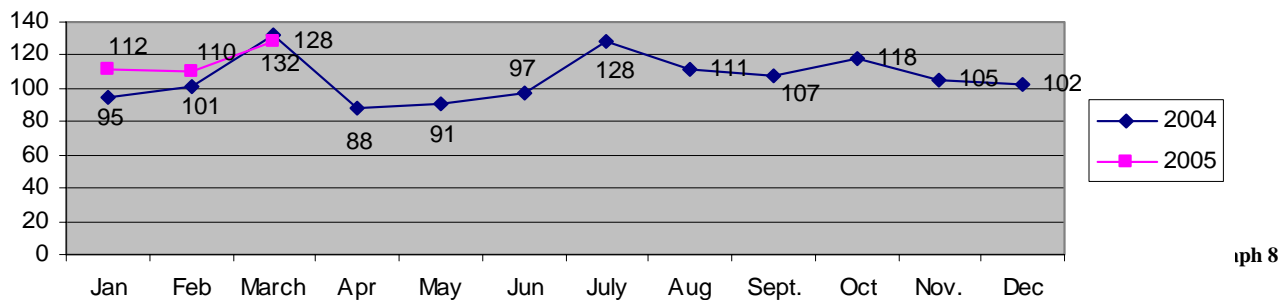
Graph 6

**2005 Do Not Fax Complaints**

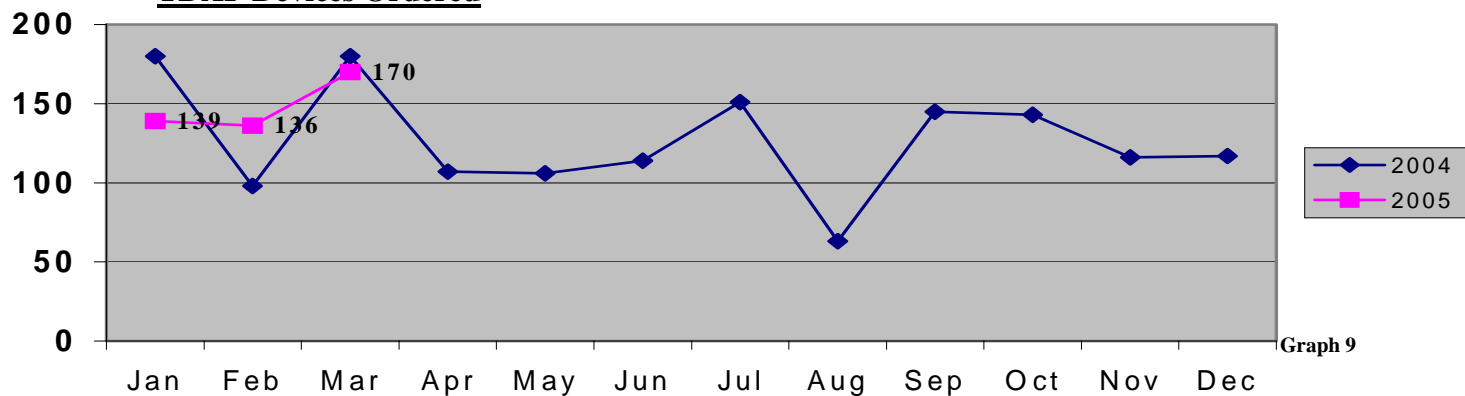


Graph 7

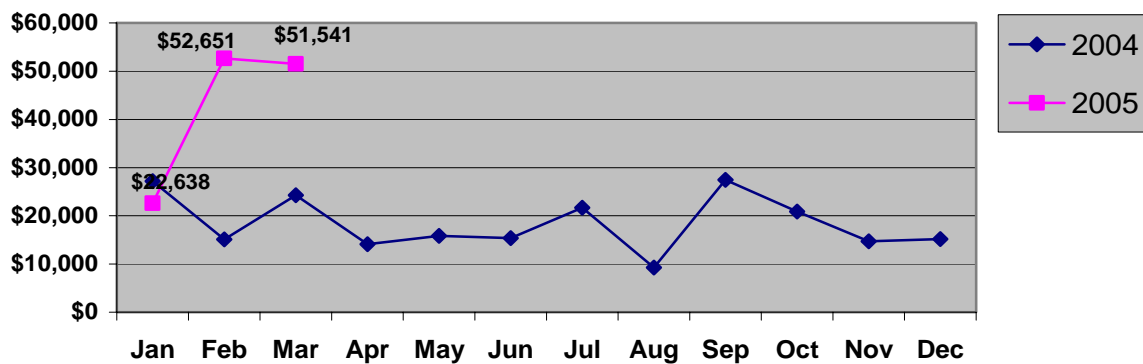
### TDAP Applications Approved



### TDAP Devices Ordered



### Total Cost of TDAP Devices Ordered:



cc: Darlene Standley, Aster Adams, Richard Collier